

MEMORANDUM

November 7, 2008

TO: Eric Friedman, Director, Office of Consumer Protection
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: Office of Consumer Protection Performance Plan

The following items were identified for follow up during the November 7, 2008 CountyStat meeting:

1. Provide additional detail in the Office's organizational chart, in order to reconcile it with core mission functions.
Responsible party: Office of Consumer Protection (OCP)
Other parties involved: None
Deadline: November 10, 2008
2. Determine which headline measures can be broken out similar to headline measure #4 (Average time to investigate and close a written complaint) by the dollar amount in controversy.
Responsible party: OCP
Other parties involved: CountyStat
Deadline: November 21, 2008
3. Revise headline measure #1 (Estimated average restitution per consumer complaint) to reflect restitution received as a percent of restitution asked for by the complainant.
Responsible party: OCP
Other parties involved: CountyStat
Deadline: November 21, 2008
4. Revise headline measure #4 (Average time to investigate and close a written complaint) to include OCP's case closure goal of 90 days.
Responsible party: OCP
Other parties involved: None
Deadline: November 21, 2008
5. Develop the capability of tracking how consumers find out about OCP's resources. This information should be included as part of headline measure #5 (Media coverage).
Responsible party: OCP
Other parties involved: CountyStat
Deadline: January 9, 2009
6. Develop sub-measures as a supplement to headline measure #6 (Percent of CCOC cases that are resolved through mediation). Sub-measures should include the total number of cases, and the percent

of cases that are resolved in each step of the complaint process (i.e. prior to mediation, at mediation, at hearing).

Responsible party: OCP
Other parties involved: CountyStat
Deadline: November 21, 2008

7. Finalize performance plan and submit for publication.

Responsible party: OCP
Other parties involved: CountyStat
Deadline: December 4, 2008

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer